

Instructions to Access Telephone Based Interpreter Services



Instructions to Access Telephone Based Interpreter Services

Before utilizing services for the first time, you will need a unique pin associated with your department or agency. To acquire a pin, please contact

Jeff Ingram – Remote Interpreter Services Manager

Jeff@signlanguageusa.com

703-628-5472

To Access Service:

Dial – 844-723-6288

When prompted, enter your pin _____ followed by #

You will hear a custom welcome “Welcome State of Maine”

You will be given the option to enter the language code or press *# to speak the language you are requesting.

After you press *# simply say the name of the language, for example “Spanish”. The system will confirm “You are requesting Spanish. Is this correct?”

Once confirmed, you will then be routed to the next available interpreter in that language. This process usually takes an average of 10 seconds.

After Call:

Upon completion of your call, you will be given the option to rate the interpreter and the call quality. This is not a required step however all ratings are used for quality control.

If you have any questions or need support, please contact your representative as listed above.